

**ABSTRACT OF THE DISCLOSURE**

[0042] The present application discloses a call routing system and a method of communicating with a call originator. The call routing system includes a voice converted data module having an input to receive an incoming call, an interactive voice response dialog module responsive to the voice converted data module; and a call routing module responsive to the voice converted data module. The call routing module is to route the incoming call to a destination. The method of communicating with an originator of a call includes receiving a call at an automated call handling system; performing an evaluation of the call based on a set of business rules; routing the call to an interactive voice response unit based on the evaluation, and in response to the call, automatically scheduling and sending an email to the originator of the call. The email includes a targeted communication message relating to the subject matter of the call.